

# Communication Concerns

Responses to questions for NV Government Communications Conference 12/03/02

## What is your current communication status?

- Currently, I am assisting in the revision process of the Health Division emergency communication plan.
- This is an extremely subjective question. NDOA does what it needs to in regard to communicating with the public, regulated community, or other agencies. We use standard means for communication (fax, email, PDAs, etc.) but none of these are coordinated, in-house or out.
- Public Land Management Communications Network serving National Forest Lands through the State of Nevada and Eastern California. Entire VHF Network terminates at 5 Interagency Dispatch Centers providing Incident Management and Administrative Communications for all National Forest Lands. The network is controlled by a variety of systems to include leased lines, UHF Control Links; Forest owned Microwave System and leased services over the Nevada State Microwave system.
- The system is presently 90% converted from wideband communications to (25MHz) to Narrowband Communications (12.5MHz) and we anticipate beginning the conversion to Digital Narrowband (6.25MHz) within the next 5 years.
- The Forest is presently initiating a conversion of the control infrastructure from analog technologies to Radio Control over IP Networks. Existing IP infrastructure will be utilized but will be supplemented by extensions of the Forest IP Network to all of the Interagency Dispatch Centers within the State.
- In the process of working with NDOT for a traffic incident management plan which will coordinate NHP, Fire, EMS and DOT
- DoIT Communications currently operates a statewide communications network comprised of an existing analog microwave loop radio and currently transitioning to a digital communications network. We provide communications to State, Local Government, Federal Government and Emergency Services throughout the State.
- Limited to telephone, e-mail, and written correspondence by mail and fax.
- Mgr. Of the State Telecommunications Unit within the Department of Information Technology
- Cooperative Libraries Automated Network provides services for libraries located throughout the state. The communication access is anything from dial up to a local ISP to t-1 direct connections.
- Manage the email servers and the DNS servers and the web servers for the state govt services
- We are planning a 700MHz trunking system for our 5000 radios and 1000 data terminals
- Provider of communication service to the state. We use email internally, telephone service and some 800MHz radio communication service. Also use some cell service.
- Manager of the southern Nevada Area Communications Council. Region 27 Chairman, National Public-Safety Planning Advisory Committee. Convener of the 700MHz Plan for the State of Nevada
- Supervisor of State of Nevada microwave transport group.
- Digital telephones; some wireless public safety (800MHz & CDPD); fiber network
- Lack coordination.
- This department is presently using the 155 frequencies for all communications. All systems are operational. There are presently seven mountain top sites used.
- In the process of upgrading and expanding.
- I am the sergeant in charge of the CCSD Police Dispatch/Communications' Center.
- I am the communications coordinator of Lyon County. We are currently operating 11 fire departments, 2 law enforcement agencies, and four public works agencies on 6 VHF frequencies. We operation an enhanced 911 service but are nowhere near Phase 1 or 2 compliant.
- Our own network is OK. The statewide microwave network does not function well, which is a problem for Care Flight.
- City of Sparks currently owns a Motorola 800MHz Trunked Radio System with a single transmitter located in downtown Sparks. We are a member of the Washoe County Regional Communications Systems and will be converting to a MA/Com 800MHz Trunked Radio System in spring, 2003.
- Assigned in charge of Dispatch Center for City of Reno. Sit as board member on the Washoe County Enhanced 911 Committee, which oversees the expenditure of surcharge funding for E911. Sit on the

- Washoe County Regional Communications System 800MHz Users Committee.
- Moving to regional 800MHz system in spring of 2003.
- Ware a law enforcement agency in Nevada. We use the DPS radio system along with NHP. I am the Reno P&P radio coordinator.
- I assist in coordinating radio needs at the Reno P&P district Office.
- Existing radio network throughout the state. Utilizing VHF high band, spread spectrum, etc.
- Recently completed digital trunk radio system.
- Just completed a new digital trunking system with USAF coming on as a new partner.
- Presently upgrading urban areas to Motorola SmartZone trunking. Rural areas operate on conventional repeaters.
- Reasonably antiquated.
- Microwave provider for NDOT, SPPC, Washoe County and NHP.
- Implementing 800MHz regional trunked system with 85% of all P.S. agencies in region.
- Radio Communications statewide
- We currently operate on a VHF analog system with 3 mountaintops.
- In the process of upgrading to NHP Smartzone systems where feasible. Rural areas are conventional repeaters.

## What are your critical communication needs?

- Immediacy of alert notification
- Integration of systems
- NDOA has so many programs and authorities; we have a lot of interagency communication. It would be nice to have some sort of tool or index with agencies, personnel, and duties, as well as contact info, for every agency in the state.
- Increase communications coverage in remote areas of the State.
- Enhance the effectiveness of Incident Dispatching.
- Provide Aircraft Flight Following and Air Guard capability throughout the State.
- Resolve Interoperability issues with state and county cooperators.
- Need to coordinate between responding agencies for traffic incidents.
- We are currently replacing the aging analog loop radio system with a state-of-the-art high-capacity digital microwave radio system meeting the current and future needs of user agencies. In establishing this network, it is critical that we understand and provide for future communications needs of our customers.
- Mobile data to field officers
- Need direct contact to Nevada tribal governments as well as state departments and agencies-via-internal/e-mail, fax, group fax, group mail – we have limited funding to support our communication needs which restricts our efficiency. Need a way to contact tribes on emergency issues. Need adequate conference call/speaker phone system. On-site video conferencing. 5) “800” line for statewide service contacts.
- To maintain the highest level of voice communications using latest technology for the State of NV.
- Infrastructure and cost considerations
- Make sure that equipment continues to function in an emergency to disseminate information to customers and constituents.
- County wide in building coverage.
- For the state - continued replacement and upgrade of old analog microwave to digital microwave and fiber where appropriate. This serves as the integrated state backbone, and provides transport for public safety radio systems to mountaintop sites.
- Interoperability between agencies that use different technologies. Digital Microwave to numerous sites in Clark County.
- Communication System update – currently researching options.
- Replacement of aging analog microwave system mainly to provide current technology to the rural areas of the state currently severely underserved.
- Enterprise wireless – secure; CDPD replacement; additional public safety bandwidth.
- Interoperability.
- Additional coverage for the southeastern portion of the county. Better capabilities of communicating with other area agencies are needed.

- At present, we are attempting to address the need to update the technology in our communications' center. Additionally, we are concerned with interoperability with other agencies. We are recent users to the Nevada State Trunked Radio System, and are experiencing minor to moderate problems.
- Linking Northern and Central Nye County with Southern Nye County.
- Mandated transition to digital narrow bands throughout the state.
- Inter-communications with work force and connection to general public & emergency responders.
- Emergency communications with Public Safety and NDOT.
- Interoperability with local and surrounding agencies. Increase quality of voice transmissions.
- We need to be able to monitor & communicate with many different law enforcement agencies with the state and outside the state (extraditions) some of who are on different systems. Without our operating areas our officers need to be aware of law enforcement presence/activity going on around them and have sharing of that info since we deal with so many convicted people.
- Daily law enforcement radio communications involving dispatch and other allied law enforcement agencies. We need immediate information access and access to all other agencies in the state as we have officers that work in every city and county of Nevada, both metropolitan and rural.
- Phase 2 of E911. Insuring the 800MHz is up and running.
- Development of Phase I and II for Wireless and funding. Implementation of regional radio system. Development of wireless network for local data transmissions specifically for law enforcement.
- As Sparks expands into the Spanish Springs area, additional coverage for police and fire is necessary. Interoperability with the other public safety agencies in the region would be extremely beneficial as well. The Washoe County Regional communications Systems will address these needs.
- Communication with our ambulances.
- T1 line to Las Vegas Office.
- Completion of DoIT managed infrastructure.
- To complete upgrade to trunking where possible.
- Ability to coordinate all responder activities within county and communicate with out of county.
- Voice. Data with bandwidth coverage to meet needs.
- Network, PC communication.
- To maintain statewide communications.
- Statewide trunking. Multiple repeater sites are burdensome and sometimes don't work.
- Better wide area coverage as we are obtaining under the SmartZone System.

## **What suggestions do you have toward bringing communication capability together within the State?**

- Communication plans, statewide, need continuity (everyone speaking the same language).
- I currently take part in the State PIO Committee meetings. In a relatively short period of time we have set up a pretty tight "contact" system. The first step in having a communication capability together within the state is this meeting. I look forward to attending and participating.
- Expand participation in Interagency Dispatch. Provide coordination Links between dispatch centers, particularly for unlike services, i.e. Incident Dispatch, All Risk Dispatch, County or Metro Dispatches. Explore new approaches to Cooperative Agreements to share capability rather than construct parallel systems.
- Coordinate communications purchases and software development for interoperability.
- It is imperative that there be established the mechanism in which Statewide communications needs and desires are shared amongst all users. There is a tremendous amount of duplication currently occurring within State communications that could easily be reduced or eliminated through the shared use of facilities and the sharing of information pertaining to each agencies direction and needs.
- Establish statewide need, standards, funding.
- Statewide 800 lines where people can call and directly connect to an agency by extensions connection.
- Expand on video conferencing capabilities of the state for more and easier access.
- Centralization works better than Decentralization
- Sharing of what is going on by whom and where in the state.
- Technical Interoperability with logistics handled by a system of operational plans and agreements.
- Reach agreement on fundamental principles, including need for interoperability. Agree to joint

development, use and sharing of infrastructure. Agree to one radio system, and a long-term plan to get there.

- More information and idea sharing between Communications Managers and Information Technology Managers in the state, to share technology issues for the future.
- Getting state agencies to communicate with each other rather than try to run their own little kingdoms.
- Minimum standards for wireless, VOIP, network, and public communications.
- Cooperation, interoperability and coordination in all communication areas with federal, state and local agencies.
- Better coordination of all users would help in meeting the demands of the effected agencies.
- Forming a Communications Committee consisting of the major users and providers to resolve issues, and work toward a unified goal.
- Perhaps we should address compatibility and not just interoperability.
- Let decisions regarding telecommunications technology be based on engineering competency and value engineering instead of institutional and political reasons.
- Make sure the interoperability between communication systems work.
- Work to develop a matrix of agency needs & look for opportunities for collaboration & funding.
- Master pan statewide with 1 integrating system.
- We need to develop some type of interoperability with other agencies and this can be accomplished. This is why we are coming, to find out what we can do to make this happen.
- Some means of improving interoperability. Also more sharing of information between dispatch centers and having that information disbursed to the troops.
- Develop reason for the technology. Estimate the cost. Work with the “Powers” to understand the difference between “control and manage”.
- I am attending this conference to develop more self-knowledge and to assist with any research and committees that I can help on.
- All state agencies be on the same e-mail system. Having the DoIT Mainframe Facility backup site within the State of Nevada, such as at UNR/UNLV.
- Develop systems and methods that promote coordinated response to incidents.
- State/Region Plans – cooperation
- East state agency needs to be able to help one another out i.e. communicate on what technology’s they are using and possible help other agencies with that.